

Schools

Case Management and Oversight

Chicago



Team Roster

Janette Adams, Louis Aponte Jr., Hearl Bacon, Sylvia Bentley, Mamie Blake, Cynthia Brewer, Countess Clarke, Sue Dolson, Earl Flurkey, Mia Harrell, David Heath, Mark Holland, Steve Jakymec, John Jaros Jr., Bill Johnson, Kelcey Klass, Greg McInnis, Douglas Parrott, Byron Scott, Deoin Thorpe, Herschel Wallace, Eleanor Ward, George West, Sheri Wild, Maria Witschonke, and Claudette Young

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	83	84			
	Other survey					
EMPLOYEE SATISFACTION		3.38	3.45			
UNIT COST TARGET (Budgeted)	Your Portion		\$0.07		\$0.06	
	Other					

Contributions

Status

Measure the level of school compliance – use the measure to increase the overall level of compliance

- Track all audits, track which schools are deficient and track repeat findings
- Track which schools fail to take corrective action
- Track the level of non-deficient audits
- Measure reconciliation quarterly
 - The reconciliation measure will tell the team if the problem is with PELL or Direct Loans.

Develop a web-based questionnaire to measure customer satisfaction. Questionnaire to be developed around 4 standards. Feedback will be used to improve customer satisfaction.

Alternative unit cost

Team Budget / # of program reviews

Team Budget / # of schools

Scorecard Planning Grid

Team: Chicago Case Management Team Operating Partners: _____

Date: 10-30-02

Contribution/Strategy	Desired Outcome	Measure	FSA Champion	Start	End	Goal	Notes
Streamline program review process	Reduce unit cost re: program review travel cost	Compare FY02 to FY03 Average Cost	B. Scott	10/02	09/03	All	
Target TA to schools that exhibit repeat significant audit findings	Enhance Program Integrity	+ or - % change from 2003 to 2004	S. Wild	01/03	12/03	All	
Implement a formal/informal/customer (schools) feed back system to inform the CCMT about the quality of customer service schools receive	Continuous improvement in customer satisfaction	ASCI Survey, Quarterly telephone survey of schools involved in any elig. action/new to T4 programs.	B. Johnson	01/03	12/03	All	